

Comparisons of Job Characteristics

Focus Occupation: Interviewers, Except Eligibility and Loan (43-4111)

Associated Occupation: Customer Service Representatives (43-4051)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 94

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Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Customer and Personal Service	11.3	15.2	13.9	0	Current knowledge level may be sufficient
Clerical	7.3	12.2	11.6	0	Current knowledge level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 96

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Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Active Listening	11.0	12.6	13.0	0	Current skill level may be sufficient
Service Orientation	7.9	11.6	8.5	<<	Extensive development of skills in this area may be required
Persuasion	7.4	10.6	7.9	<<	Extensive development of skills in this area may be required
Negotiation	6.8	9.0	6.7	<<	Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 97

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Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Oral Expression	12.4	13.3	13.2	0	Current ability level may be sufficient
Oral Comprehension	12.5	13.1	13.2	0	Current ability level may be sufficient
Speech Clarity	10.2	11.8	12.3	0	Current ability level may be sufficient
Speech Recognition	9.9	11.8	12.8	0	Current ability level may be sufficient
Written Expression	9.8	11.0	10.0	<	Some improvement in abilities may be required
Written Comprehension	11.0	10.8	10.3	0	Current ability level may be sufficient
Near Vision	11.1	10.3	10.7	0	Current ability level may be sufficient
Problem Sensitivity	11.1	10.0	7.2	<<	Extensive improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 83

Focus Occupation: Interviewers, Except Eligibility and Loan (43-4111)
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Work Activities	Exclusivity of Activity
Fill out business or government forms	42
Interview customers	71
Maintain records, reports, or files	5
Maintain telephone logs	74
Provide customer service	14
Take messages	68
Type letters or correspondence	78
Use computers to enter, access or retrieve data	3

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: n/a

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Tools and Technologies	Exclusivity
Tools and technology data is unavailable for one or both occupations.	

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.